GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:3441
ANSWERED ON:14.08.2000
FAULT REPAIR OF TELEPHONES IN GURGAON
TILAKDHARI PRASAD SINGH

Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of complaints registered on an average for fault repair of telephone in Gurgaon, Haryana daily;

(b) the time limit prescribed for rectifying the faults in telephones;

(c) whether complaints are disposed of within the stipulated time;

(d) if not, the reasons therefor;

(e) whether the Union Government are taking any concrete steps for timely disposal of complaints relating to telephones in Gurgaon City ;and

(f) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

a) On an average 385 complaints are registered daily for fault repair of telephone in Gurgaon , Haryana.

b) The faults in telephones are usually rectified within 24 hours.

c)&(d). Yes, Sir. Complaints are usually disposed off within the stipulated time. However, sometimes there is delay in rectification of faults due to shortage of staff in Gurgaon District.

e) Yes, Sir.

f) For timely disposal of complaints relating to telephones in Gurgaon city, following steps have been taken:-

i) Augmentation of manpower is in progress.
ii) Interactive voice Recording system is installed for fault booking.
iii) Pagers have been provided to line staff for prompt disposal of complaints.